



STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES

**REQUEST FOR PROPOSALS # 34501-13820
AMENDMENT # 2
FOR QUALITY ASSURANCE (QA) SERVICES**

DATE: March 31, 2020

RFP # 34501-13820 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		February 21, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	February 28, 2020
3. Notice of Intent to Respond Deadline	2:00 p.m.	March 4, 2020
4. Written "Questions & Comments" Deadline	2:00 p.m.	March 11, 2020
5. State Response to Written "Questions & Comments"		April 10, 2020
6. Response Deadline	2:00 p.m.	April 22, 2020
7. State Completion of Technical Response Evaluations		May 7, 2020
8. State Schedules Respondent Oral Presentation		May 7, 2020
9. Respondent Oral Presentation	8 a.m. – 4:30 p.m.	May 11 to May 15, 2020
10. State Opening & Scoring of Cost Proposals	2:00 p.m.	May 18, 2020
11. Cost Negotiations (Optional)		May 19 to May 22, 2020
12. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	May 26, 2020
13. End of Open File Period		June 2, 2020
14. State sends contract to Contractor for signature		June 2, 2020
15. Contractor Signature Deadline	2:00 p.m.	June 5, 2020

2. Delete RFP # 34501-13820 Section 1.4.5., in its entirety and insert the following in its place

- 1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. **It is encouraged for suppliers to submit bids digitally.** ~~Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response.~~

3. Delete RFP # 34501-13820 Attachment 6.2 Section B Item Reference B.17. in its entirety and insert the following in its place

B.17.	<p>Provide customer references from individuals who are <u>not</u> current or former State employees for projects similar to the goods or services sought under this RFP and which represent:</p> <ul style="list-style-type: none">• two (2) accounts Respondent currently services that are similar in size to the State; and• three (3) completed projects. <p>References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which <u>must</u> be used and completed, is provided at RFP Attachment 6.4. References that are not completed as required may be deemed non-responsive and may not be considered.</p> <p>The Respondent will be <u>solely</u> responsible for obtaining fully completed reference questionnaires and ensuring they are e-mailed to the solicitation coordinator or including them in the sealed Technical Response. In order to obtain and submit the completed reference questionnaires follow one of the two processes below.</p> <p>Written:</p> <ul style="list-style-type: none">(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.(b) Send a reference questionnaire and new, standard #10 envelope to each reference.(c) Instruct the reference to:<ul style="list-style-type: none">(i) complete the reference questionnaire;(ii) sign and date the completed reference questionnaire;(iii) seal the completed, signed, and dated reference questionnaire within the envelope provided; sign his or her name in ink across the sealed portion of the envelope; and(iv) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).(v) Do NOT open the sealed references upon receipt.(vi) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required. <p>E-mail:</p> <ul style="list-style-type: none">(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.(b) E-mail the reference with a copy of the standard reference questionnaire.(c) Instruct the reference to:<ul style="list-style-type: none">(i) complete the reference questionnaire;(ii) sign and date the completed reference questionnaire;(iii) E-mail the reference directly to the Solicitation Coordinator by the RFQ Technical Response Deadline with the Subject line of the e-mail as "[Respondent Name] Reference for RFP 34501-13820." <p>NOTES:</p> <ul style="list-style-type: none">• The State will not accept late references or references submitted by any means other than the two which are described above, and each reference questionnaire submitted must be completed as required.
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- The State will not review more than the number of required references indicated above.
- While the State will base its reference check on the contents of the **reference e-mails or** sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.
- The State is under no obligation to clarify any reference information.

4. Delete RFP # 34501-13820 Attachment 6.4 in its entirety and insert the following in its place

RFP ATTACHMENT 6.4.

**REFERENCE
QUESTIONNAIRE**

The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Respondent.

The Respondent will be solely responsible for obtaining completed reference questionnaires as required (refer to RFP Attachment 6.2., Technical Response & Evaluation Guide, Section B, Item B.17.), ~~and for enclosing the sealed reference envelopes within the Respondent's Technical Response.~~

RFP #[34501-13820] REFERENCE QUESTIONNAIRE

REFERENCE SUBJECT: **RESPONDENT NAME** (completed by Respondent before reference is requested)

The "reference subject" specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form). Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire; **and follow either process outline below:**

Physical

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

E-Mail

- **Email the completed Questionnaire to Michael S. Leitzke (michael.s.leitzke@tn.gov)**

5. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.